EMPLOY INTERPERSONAL SKILLS

TERMINAL LEARNING OBJECTIVE

ACTION: Employ interpersonal skills.

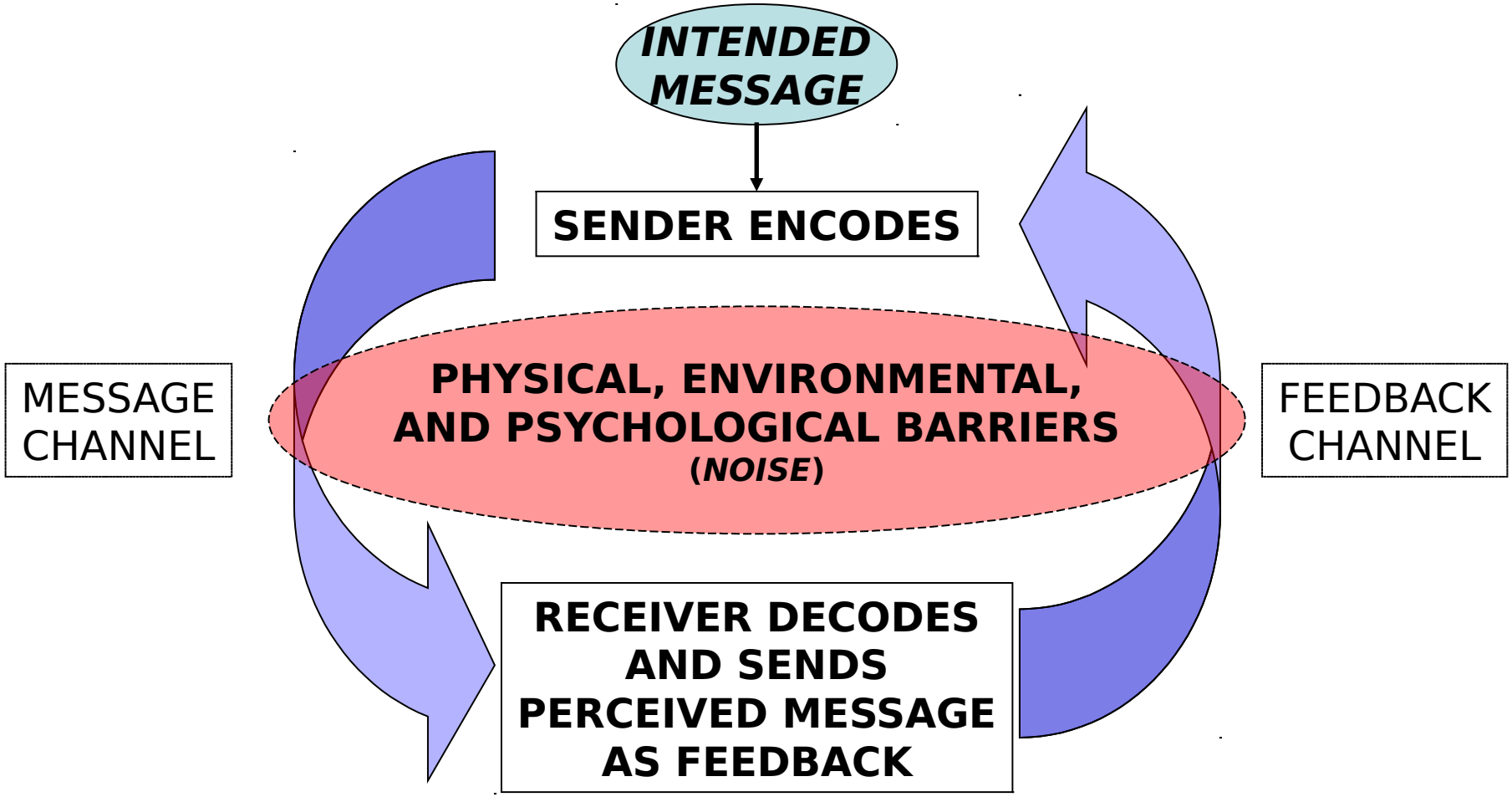
CONDITIONS: Given Field Manual 22-100.

STANDARDS: Effectively demonstrate interpersonal skills throughout the recruiting process.

COMMUNICATION

The process of transferring information from one person to another.

COMMUNICATION MODEL



WRITTEN

- ✓ You are not present.
- ✓ Use the Army writing style.
- ✓ No immediate feedback.

ORAL

- ✓ With a group or single individual.
- ✓ Face-to-face or from a distance.
- ✓ Receive immediate feedback.

NONVERBAL

- ✓ Usually involuntary.
- ✓ A valid reflection of the communication.
- ✓ Critical in face-to-face communications.
- ✓ Reflects credibility of the sender.

NONVERBAL FORMS

- ✓ Eye Contact.
- ✓ Facial Expressions.
- ✓ Gestures.
- ✓ Posture.
- ✓ Handshake.
- ✓ Personal Space.
- ✓ Vocalism.
- ✓ Symbolic.

BARRIERS

Experience/Frame of Reference

Selective Perception

Poor Listening Skills

Value Judgments

Credibility of Source

PHYSICAL, ENVIRONMENTAL, AND PSYCHOLOGICAL BARRIERS
(*NOISE*)

Semantic Problems

Time Pressures

Filtering

Communication Overload

Incomplete Messages

IMPROVEMENT

- ✓ Regulate Information Flow.
- ✓ Use Feedback/Follow Up.
- ✓ Find a Common Ground.
- ✓ Simplify Language.
- ✓ Effectively Listen.
- ✓ Use the Grapevine.
- ✓ Other Techniques.

PREPARATION

- ✓ Identify the Purpose.
- ✓ Analyze the Environment.
- ✓ Choose the Medium.
- ✓ Determine the Feedback Technique.

LISTENING SKILLS

- ✓ Find an area of interest.
- ✓ Judge the content.
- ✓ Hold your fire.
- ✓ Listen for ideas.
- ✓ Be flexible.
- ✓ Work at listening.
- ✓ Resist distractions.
- ✓ Exercise your mind.
- ✓ Keep an open mind.
- ✓ Capitalize on thought speed.

ACTIVE LISTENING

- ✓ Paraphrase.
- ✓ Check your perceptions.
- ✓ Withhold evaluation.
- ✓ Avoid pitfalls:
  - Making light of feelings.
  - Interrogating.
  - Analyzing.
  - Making moral judgments.

INTERPERSONAL COMMUNICATIONS MODEL

ARENA I KNOW YOU KNOW	**BLIND SPOT** I DON'T KNOW YOU KNOW
FACADE I KNOW YOU DON'T KNOW	**UNKNOWN** I DON'T KNOW YOU DON'T KNOW

CLASSROOM MODEL

ME

A	B
FACADE	U

YOU

A	BLIND SPOT
F	U

ARENA	B
F	U

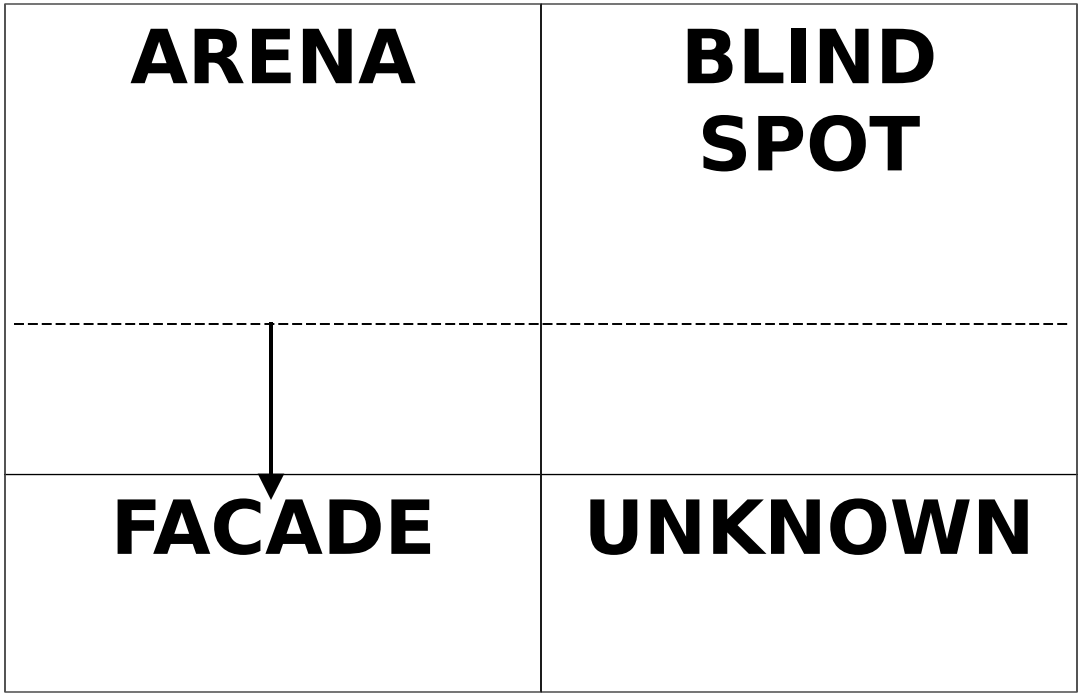
END

US Army Recruiting Command

FEEDBACK

ARENA	→	**BLIND SPOT**
FACADE		**UN-KNOWN**

EXPOSURE



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